

TC_Suites :	Automated Test
TC_Name :	Update Incident
TC_Result :	Fail

Step_1 : OpenServiceNowLoginPage

servicenowService Management

User name

Password

☒ Remember me

Login

About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights-out, light-speed' experience through our enterprise cloud - built to manage everything as a service. To find out how, visit [www.servicenow.com](#).

Step_2 : enterUserName

servicenowService Management

User name

admin

Password

☒ Remember me

Login

About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights-out, light-speed' experience through our enterprise cloud - built to manage everything as a service. To find out how, visit [www.servicenow.com](#).

Step_3 : enterPassword

servicenowService Management

User name

admin

Password

☒ Remember me

Login

About ServiceNow

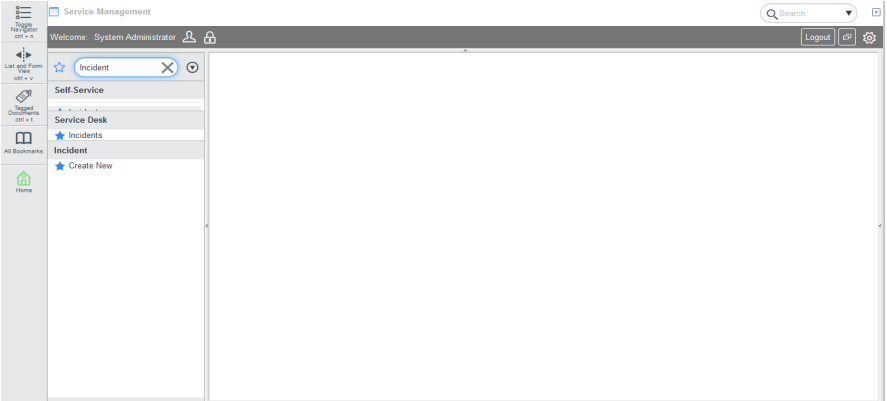
ServiceNow is changing the way people work. With a service-orientation toward the activities, tasks and processes that make up day-to-day work life, we help the modern enterprise operate faster and be more scalable than ever before. Customers use our service model to define, structure and automate the flow of work, removing dependencies on email and spreadsheets to transform the delivery and management of services for the enterprise. ServiceNow provides service management for every department in the enterprise including IT, human resources, facilities, field service and more. We deliver a 'lights-out, light-speed' experience through our enterprise cloud - built to manage everything as a service. To find out how, visit [www.servicenow.com](#).

Step_4 : clickOnSubmit

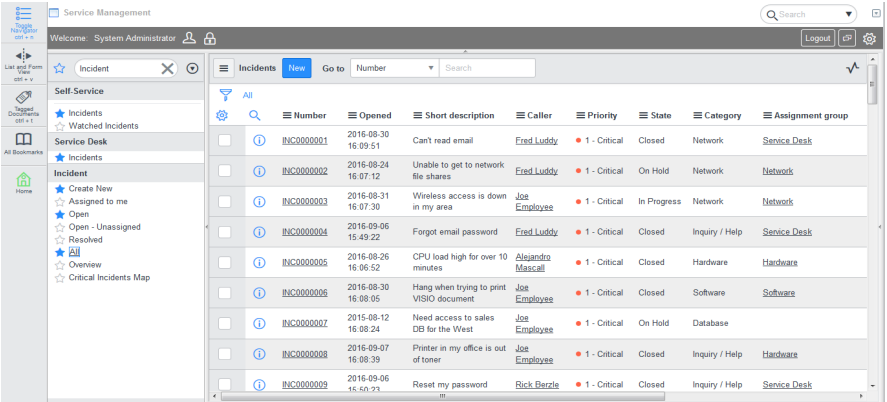
servicenowService Management

Establishing session

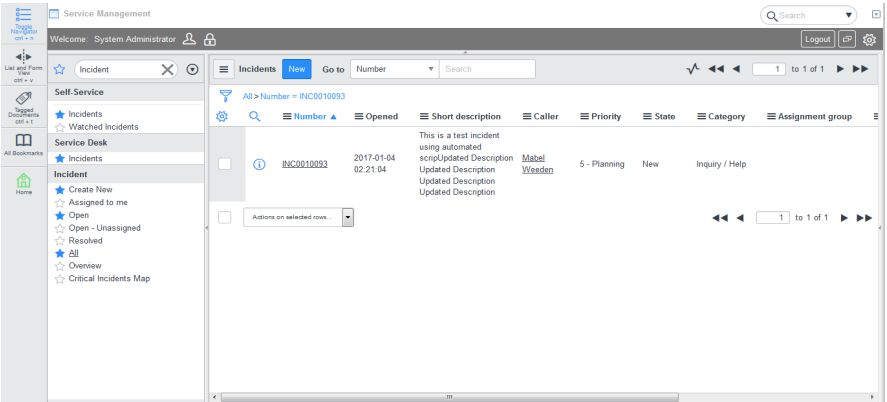
Step_5 : SerachIncident



Step_6 : ClickOnIncident

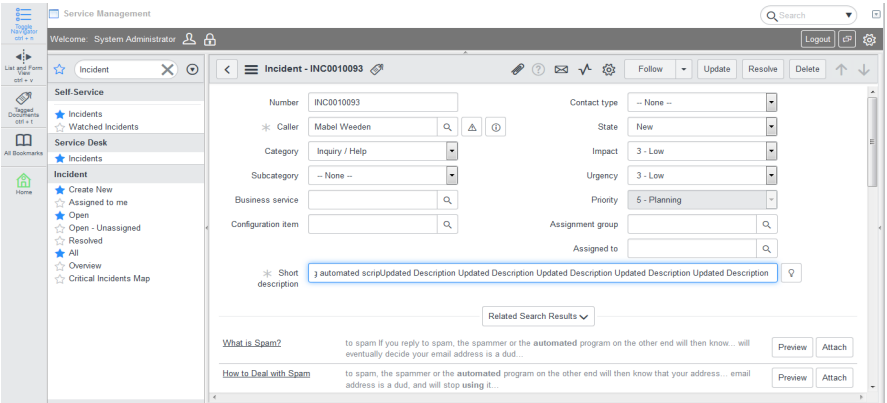
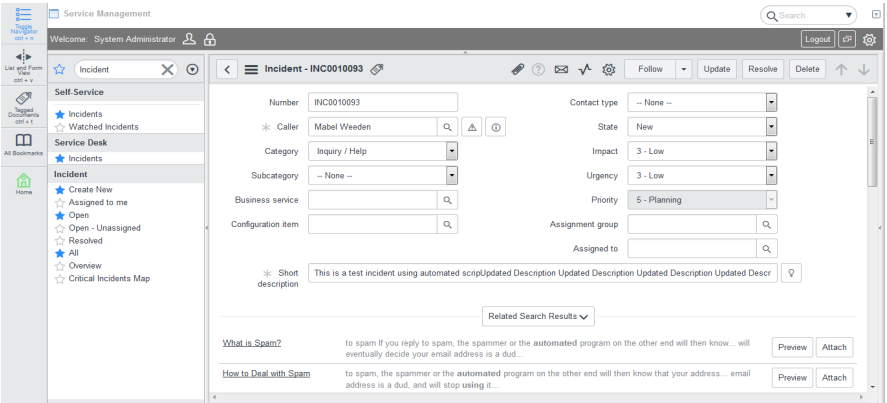


Step_7 : Enter IncidentNumber



Step_8 : ClickOnIncidentNumber

Step_9 : UpdatedDescription



Step_10 : clickonUpdateButton

